

Exhibit L

REDACTED

Begin forwarded message:

> From: "Jacobson, Jeffrey S." <jsjacobson@debevoise.com>
> Date: February 7, 2006 4:19:37 PM PST
> To: "Cindy Cohn" <cindy@eff.org>
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> Subject: RE: Settlement Administration Website
>
> Cindy,
>
> Some fast responses, below.
>
> 1. The landing page doesn't even mention, much less prominently,
> that there are security problems, or that people need to patch their
> systems or uninstall. An average person wouldn't know that they
> needed to follow the link to updates/uninstallers. The Notice is
> much better on that point, but many people coming to the website will
> not have received the notice first.
>
> We'll think about whether to put something on the landing page.
> This doesn't seem like a big issue to me, however, because people
> who have installed the software on their computer can't actually
> file a claim unless they have run the update/uninstaller.
>
> And the Notice should be in
> HTML, not .PDF (or maybe offer both) to facilitate people actually
> reading it (and able to easily follow the links)
>
> I believe that people can follow the links from the notice even in
> PDF form. I'll check. If not, I'll see whether it can be
> published as HTML.
>
>
> 2. The landing page should have a prominent link to the list of
> affected CDs. Again, many people will visit this website without
> knowing whether their CDs are impacted and the list doesn't come up
> until you start filling out the claim form.
>
> That's a good idea.
>
> 3. I assume that you're working to improve the structured interview
> for the "Instructions" page. Once you get into it, it's pretty good
> (I've only stepped through for an XCP disk as yet and need to look

- > more closely), but the first page is dense and legalistic. It would
- > be difficult for the average person to follow.
- >
- > Can you be more specific about what you think is "dense and
- > legalistic"?
- >
- > 4. Why do you ask whether you used the CD on your computer and
- > whether people use Microsoft Windows? This could lead people to
- > think that they do not get the benefits unless they have used it on
- > their computer and used Microsoft Windows and of course that is not
- > the case since the class is defined by people who purchased,
- > received, etc. the CDs. I think you should remove those two
- > questions. If you want the information for other purposes, it should
- > be asked later and in a place where you make clear that the response
- > will have no effect on eligibility for the benefits.
- >
- > I disagree with you on this. We ask people whether they used the
- > CD on their computer and whether they use Windows in order to
- > determine whether they need to run the update/uninstaller. If a
- > class member answers "no" to either question, s/he goes immediately
- > to the claims page, bypassing the uninstaller/update page. There's
- > no way a class member could think s/he's not entitled to collect if
- > s/he answers "no."
- >
- > 4. The claim form process should have a prominent link to the
- > uninstallers/updates where you have people attest that they've done
- > it.
- >
- > I think this is already pretty clear. How would you improve it?
- >
- > 5. I find it very disappointing that you do not offer downloads for
- > the incentive music from anyone who offers MP3 downloads like eMusic
- > or MP3tunes. I believe we discussed this and you indicated that you
- > would endeavor to make that happen. What happened? I can attempt to
- > make those connections for you if that would help. You will get
- > criticized for giving people a "benefit" arising from the use of bad
- > DRM that is a DRM'd song.
- > We have fully complied with the Settlement Agreement's terms in
- > this regard.
- >
- >

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